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GOVERNMENT OF KERALA
Tourism (A) Department

NOTIFICATION

G.O.(P) No. 4/2025/TSM

31st May, 2025

Thiruvananthapuram

S. R. O. No. 640/2025

In exercise of the powers conferred by sub-section (1) of section 2 of the Kerala Public Services Act, 1968 (19 of 1968), read with section 3 thereof, the Government of Kerala hereby make the following rules further to amend the Special Rules for the Kerala Tourism Subordinate Services, 1995, issued by notification under G.O.(P) No. 362/95/GAD. dated 29th



September, 1995 and published as S.R.O No. 1164/95 in the Kerala Gazette Extraordinary No. 980 dated 29th September, 1995, namely:-

RULES

1. *Short title and commencement.*- (1) These rules may be called the Kerala Tourism Subordinate Service (Amendment) Rules, 2025.

(2) They shall come into force at once.

2. *Amendment to the Special Rules* – In the Special Rules for the Kerala Tourism Subordinate Services, 1995, -

(1) in rule 2, the Category “(7) Projectionist,” shall be omitted.

(2) in the table under rule 3,-

(i) the category “(7) Projectionist” in column (1) and the entries against it in column (2) shall be omitted;

(ii) for the categories 2, 5, 9, 10 and 17 in column (1) and the entries against them in column (2), the following categories and entries shall respectively be substituted, namely:-

“ (2) Assistant Tourist

Information Officer

A. By transfer/ By promotion

(a) Appointment by transfer from among the Senior Clerks in Tourism Department.

(b) By transfer from among the Upper Division Typist/Confidential Assistant Grade II in Tourism Department. Appointment shall be made from the combined seniority list prepared based on the date of entry in Tourism Department in the cadre of Lower Division Typist and Confidential Assistant Grade II.

(c) By promotion from the category of



Telephone Operator/ Electrician/
AC Mechanic from a combined
seniority list prepared based on the
total length of service in the
respective cadre, in the Tourism
Department.

(d) By promotion from the category of
Chauffeur Grade I.

B. By direct recruitment.

Note:- (1) Three fourth of the posts
shall be filled up by appointment by
transfer/promotion from among the
following categories:

1. Senior Clerk
2. Upper Division Typist/Confidential
Assistant Grade II.
3. Telephone Operator/Electrician/AC
Mechanic.
4. Chauffeur Grade I

in the ratio of 3:1:2:2 and the
remaining one fourth of the posts
shall be filled up by direct
recruitment. The ratio prescribed
here shall be applied to the total
cadre strength of Assistant Tourist
Information Officer.

Note:- (2) In the absence of qualified
persons from a particular category
in their turn, that vacancy will be
passed on to the next category.

Note:- (3) In the absence of qualified



persons for appointment by transfer/ promotion, those vacancies shall be filled up by direct recruitment.

(5) Manager Grade III

(a) Appointment by transfer from among the Senior Clerk or by promotion of Steward in the department.

(b) By direct recruitment

Note:- 50% of the post shall be filled up by appointment by transfer from the post of Senior Clerk and by promotion from the post of Steward in the ratio of 1:1 respectively and the remaining 50% of the post shall be filled up by direct recruitment. The ratio shall be applied to the total cadre strength of Manager Grade III.

(9) Steward

(a) By promotion of the qualified persons from the category of Butler / Caretaker.

(b) In the absence of qualified persons for promotion, by direct recruitment.

(10) Telephone Operator

(a) By promotion/appointment by transfer from the category of Cook/ Hospitality Assistant/ Attender from a combined seniority list



prepared based on the total length of service in the respective cadre in the Tourism Department.

- (b) Appointment by transfer from the category of Lascar/ Watcher/ Office Attendant in the Tourism Department, based on their seniority in Tourism Department.
- (c) In the absence of qualified persons in (a) and (b) above, by direct recruitment.

Note:- (1) One third of the posts shall be filled up by promotion/ appointment by transfer from the category of Cook/Hospitality Assistant/ Attender and the remaining two third of the posts shall be filled up by appointment by transfer from the category of Lascar/ Watcher/ Office Attendant. The ratio prescribed here shall be applied to the total cadre strength of Telephone Operator.

Note:- (2) In the case of item (a) above, where the length of service of two or more persons is same, seniority shall be fixed on the basis of their age, the older being declared senior to the younger.

Note:- (3) In the absence of qualified persons in (a), qualified persons



from (b) shall be considered and vice versa.

(17) Butler / Caretaker

(a) By promotion from the category of Hospitality Assistant and Cook from a combined seniority list prepared based on the total length of service in the respective cadre in the Tourism Department. When the length of service of two or more persons is same, seniority shall be fixed on the basis of their age, the older being declared senior to the younger.

(b) In the absence of qualified persons for promotion, by direct recruitment. ”

(3) In the table under clause (a) of sub rule (2) of rule 5,-

(i) the category “(4) Overseer Grade I (Civil)” in column (1) and entries against it in Column (2) & (3) shall be omitted.

(ii) the category “(7) Projectionist” in column (1) and entries against it in Column (2) & (3) shall be omitted.

(iii) for the entries in column (1), (2) and (3) against the Categories 1, 2, 5, 8, 9, 11, and 17, the following Categories and entries shall respectively be substituted, namely:-

“ (1) Manager Grade II	By promotion from	Bachelors Degree in any
Manager Grade III		discipline obtained from a UGC
		recognized University or
		National Institute established by
		the Government of India or



Institution established by the Government of Kerala.

Note:- Those who are working in the post of Manager Grade II and Manager Grade III as on the date of commencement of these rules shall be exempted from acquiring the above qualification.

(2) Assistant Tourist Information Officer By transfer/ promotion

1. Minimum five years service in the Department of Tourism.
2. Bachelors Degree in any discipline obtained from a UGC recognized University or National Institute established by the Government of India or Institution established by the Government of Kerala.

Desirable:- 1. Should have an attractive personality, should be resourceful and well informed, capable of moving with foreigners and should be able to speak English fluently. Knowledge of other languages would also be considered as desirable qualifications.

2. Should possess a good knowledge about tourist centres and other important places in Kerala in general.

Note:- Pass in Tourism and Travel Management Course/ Pass in Guide



Training Course conducted by any Institute recognized by the State Government shall be obligatory qualification for declaration of Probation in the cadre of Assistant Tourist Information Officer.

By direct recruitment

1. Masters Degree/Bachelors Degree in Tourism or any other equivalent qualification obtained from a UGC recognized University or National Institute established by the Government of India or Institution established by the Government of Kerala.

OR

2. Masters Degree/ Bachelors Degree in Business Administration with Tourism/Marketing as an elective subject or any other equivalent qualification obtained from a UGC recognized University or National Institute established by the Government of India or Institution established by the Government of Kerala.

OR

3. Bachelors Degree in any discipline obtained from a UGC recognized University or National Institute established by the Government of



India or Institution established by the Government of Kerala;

And any one of the below:

- a. Post Graduate Diploma/
Diploma in Tourism
Management with course
duration not less than one year
or any equivalent qualification
obtained from an institution
recognized by the Central
Government or State
Government.
- b. Post Graduate Diploma/
Diploma in Tourism
Administration with course
duration not less than one year
or any equivalent qualification
obtained from an institution
recognized by the Central
Government or State
Government.

(5) Manager Grade III

a) By promotion / transfer

Bachelors Degree in any discipline obtained from a UGC recognized University or National Institute established by the Government of India or Institution established by the Government of Kerala.

b) By direct recruitment

1. 3 year full time regular B Sc in Hospitality and Hotel Administration from a recognized



University after pursuing the course in any of the Institute of Hotel Management and Catering Technology affiliated to National Council for Hotel Management and Catering Technology, under Ministry of Tourism, Government of India.

OR

2. 3 years full time regular Bachelor Degree in Hotel Management and Catering Technology obtained from a UGC recognised University or National Institute established by the Government of India or Institution established by the Government of Kerala.

OR

3. Bachelors Degree in any discipline obtained from a UGC recognised University or National Institute established by the Government of India or Institution established by the Government of Kerala.

AND

Any one of the below:

- a. Craft Certificate in Hotel Accommodation Operation from Government Food Craft Institute.
- b. Craft Certificate in Food and



Beverage Service or Food Production from Government Food Craft Institute.

- c. Post Graduate Diploma/ Diploma in Hotel Accommodation Operation with course duration not less than one year from any of the Institutes of Hotel Management and Catering Technology affiliated to National Council for Hotel Management and Catering Technology under the Ministry of Tourism, Government of India/State Board of Technical Education/ University recognised by AICTE or University Grants Commission.
- d. Post Graduate Diploma/ Diploma in Food and Beverage Service/ Food Production with course duration not less than one year from any of the Institutes of Hotel Management and Catering Technology affiliated to National Council for Hotel Management and Catering Technology under the Ministry of Tourism, Government of India/State



Board of Technical Education/
University recognised by
AICTE or University Grants
Commission.

Note:- Those who are working in the
post of Senior Clerk, Steward and
those who are working in the post
of Manager Grade III as on the date
of commencement of these rules
shall be exempted from acquiring
the revised qualification.

(8) Chauffeur Grade I By promotion

1. Pass in S.S.L.C or equivalent
qualification.

2. Must possess valid Motor Driving
License (Light Duty Vehicles).

3. Medical Fitness

Ear- Hearing should be perfect

Eye-

Distant vision : 6/6 snellen

Near vision : 0.5 snellen

Colour vision : Normal

Night blindness : Nil

Muscles & Joints : With free
movements

Nervous system : Perfectly normal

Free from any infectious disease.

Note:- (1) Those who are working in
the post of Chauffeur Grade I as on
the date of commencement of these
rules shall be exempted from



acquiring the qualification no. 1 above.

Note:- (2) Those who are already working in the feeder category as on the date of commencement of these rules shall be exempted from acquiring the revised qualifications.

(9) Steward

By promotion

1. Pass in S.S.L.C or equivalent qualification.
2. Minimum five years service in the Department of Tourism.
3. Craft Certificate in Food and Beverage Service or Food Production from Government Food Craft Institute.

OR

Diploma in Food Production or Food and Beverage Service or Hotel Accommodation Operation with course duration not less than one year from any of the Institutes of Hotel Management and Catering Technology in India affiliated to National Council for Hotel Management and Catering Technology under Ministry of Tourism, Government of India/State Board of Technical Education/University recognized by All India Council for Technical Education or University Grants Commission.



By direct recruitment

1. Pass in S.S.L.C or equivalent qualification.
2. Minimum 3 years experience in supervisory level in Food and Beverage Production/Service and house keeping department from a classified hotel of three star or above in India.
3. a) Craft Certificate in Food and Beverage Service or Food Production from Government Food Craft Institute.

OR

- b) Diploma in Food Production or Food and Beverage Service or Hotel Accommodation Operation with course duration not less than one year from any of the Institute of Hotel Management and Catering Technology in India affiliated to National Council for Hotel Management and Catering Technology under Ministry of Tourism, Government of India/State Board of Technical Education/ University recognized by All India Council for Technical Education or University Grants Commission.



- (11) Chauffeur Grade II By promotion/transfer/ direct recruitment
1. Pass in S.S.L.C or equivalent qualification.
 2. Must possess valid Motor Driving License (Light Duty Vehicles).
 3. Medical Fitness
 - Ear- Hearing should be perfect
 - Eye-
 - Distant vision : 6/6 snellen
 - Near vision : 0.5 snellen
 - Colour vision : Normal
 - Night blindness : Nil
 - Muscles & Joints : With free movements
 - Nervous system : Perfectly normal
 - Free from any infectious disease.
- Note:- (1)* Those who are working in the post of Chauffeur Grade II as on the date of commencement of these rules shall be exempted from acquiring the revised qualifications.
- Note:- (2)* Those who are already working in the feeder category as on the date of commencement of these rules shall be exempted from acquiring the revised qualifications.
- (17) Butler/ Caretaker By promotion / direct recruitment
1. Pass in S.S.L.C or equivalent qualification.
 2. Craft Certificate in Food and Beverage Service from Government Food Craft Institute.

OR



Craft Certificate in Food Production
from Government Food Craft
Institute.

OR

Diploma in Food Production or
Food and Beverage Service with
course duration not less than one
year from any of the Institutes of
Hotel Management and Catering
Technology in India affiliated to
National Council for Hotel
Management and Catering
Technology under the Ministry of
Tourism, Government of India/
State Board of Technical Education/
University recognised by All India
Council for Technical Education or
University Grants Commission or
any other equivalent qualification. ”

(4) the existing note after the TABLE, in clause (a) of sub-rule (2), shall be deleted and the following Notes shall be substituted namely:-

Note: - (1) The in-service training given to Last Grade Servants who have passed S.S.L.C and who are not possessing Craft Certificate in Food and Beverage Service for appointment by transfer to the post of Hospitality Assistant shall continue for the employees who are working in Last Grade Service in Tourism Department as on the date of this amendment.

Note:- (2) Those who are already working in the feeder categories as on the date of amendment shall be exempted from acquiring the revised qualifications.

(5) in rule 10, for the opening paragraph, the following shall be substituted, namely :--



“(a) Persons promoted/appointed by transfer to the post of Assistant Tourist Information Officer from the Tourism Subordinate Service or from the Ministerial Subordinate Service will be sent for training on the basis of their seniority.

(b) Persons appointed by transfer or by promotion to the post of Manager Grade III, who are below 50 years of age and not already qualified in Catering Management, shall be sent for training in Catering Management for not less than 21 weeks at the Food Craft Institute, Kalamassery, Kerala or for any other equivalent training”

The following shall be added after Rule (11), namely:-

12. Savings:- Notwithstanding anything contained in these rules, the amendments made to qualification prescribed for posts included in these rules, shall not be applicable to the ranked lists in force or to be published for those posts, in response to notification already issued by the Kerala Public Service Commission before the date of commencement of these rules and to all vacancies of those posts reported or to be reported, either till the expiry of the said ranked lists or till the publication of a fresh ranked list for the said posts, whichever is earlier.

By order of the Governor,

K. BIJU ,
Secretary to Government.

Explanatory Note

(This does not form part of the notification but is intended to indicate its general purport.)

The Category (4) Overseer Grade I (Civil) under rule 2 of the original rules has been omitted vide G.O.(P) No.88/2011/TSM dated 14/03/2011 (S.R.O. No. 216/2011). But entries related to category (4) Overseer Grade I (Civil) in rule 5 (2)(a) of the original rules have not been omitted. These entries have also to be omitted. The post of Projectionist was abolished vide G.O.(Ms) No. 338/03/GAD dated 20/11/2003. Therefore, it is necessary to omit this category



from the rules. In rule 10 of the Kerala Tourism Subordinate Service Rules, there are typographical omissions. Therefore, it is necessary to correct the mistakes which inadvertently crept into the rules.

Assistant Tourist Information Officers of Tourism Department are the ones who interact mainly with tourists including foreigners. They are also actively engaged in Tourism marketing activities. Being so, high grade service is expected from the persons working in this cadre. With this end in view, direct recruitment is proposed for 25% of the total post of Assistant Tourist Information Officer. Further, the categories of Electrician and AC Mechanic are also included in the feeder category of Assistant Tourist Information Officer for by transfer/promotion so that they are also given equitable promotion chance.

In order to improve the quality of service provided in the Guest Houses and Yatri Nivas under Tourism Department, the percentage for direct recruitment to the post of Manager Grade III is enhanced to 50%. Since the persons working as Upper Division Typist and Confidential Assistant are eligible for category change as Senior Clerk on completion of 5 years service, separate ratio is not required for by transfer appointment to the post of Manager Grade III.

The methods of appointment for the categories of Steward and Butler were framed while one of the feeder categories i.e., Cook Grade I & II were included in Last Grade Service. Government have amended the method of appointment and qualification for the category of Cook and this category was included in the Kerala Tourism Subordinate Service (Amendment) Rules 2011 vide G.O.(P) No. 88/2011/TSM dated 14/03/2011. Therefore feeder categories of Steward and Butler have been modified to ensure just and equitable promotion opportunities for Hospitality Assistant and Cook who possess identical qualification.

Due to the creation of the post of Hospitality Assistant, the promotion prospects of the Last Grade Servants to the post of Telephone Operator have been lost. So as to maintain equality in the promotional avenues of Hospitality Assistant and Last Grade Servants, the method of appointment to the post of Telephone Operator is modified.

The qualifications for the post of Manager Grade II, Assistant Tourist Information Officer, Manager Grade III, Chauffeur Grade I, Steward, Chauffeur Grade II, Butler/Caretaker



are modified to meet the present standards and requirements of the Tourism industry. The Subordinate Legislation Committee in its meeting recommended certain corrections in the Special Rules for the Kerala Tourism Subordinate Service, 1995. Hence the Government have decided to amend the said special rules as recommended by the Committee.

The notification is intended to achieve the above object.

